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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.: 09/507,966
Applicant: Kauffman et al.
Filed: Feb. 22, 2000
Art Unit: 2121
Examiner: Wilbert L. Starks
Title: A METHOD AND SYSTEM FOR
OPERATIONS MANAGEMENT

Confirmation No.: 2744

Docket No.: 042757 / 278590
Customer No.: 00826

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JUN 01 2004

Technology Center 2100

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT
37 C.F.R. § 1.121

Sir:

In response to the Office Action dated Nov. 20, 2003, please amend the above-identified application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims beginning at page 4 of this paper.

Amendments to the Drawings begin on page 11 of this paper and include attached replacement sheets.

Remarks/Arguments begin on page 12 of this paper.

An **Appendix** including amended drawing figures is attached following page 18 of this paper.



Attorneys Docket No. 042757/278590

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Appl. No.: 09/507,966
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Transmitted herewith is an AMENDMENT in the above-identified patent application.

Applicant claims small entity status. See 37 C.F.R. § 1.27.
 No additional fee is required.

The fee has been calculated as shown below:

(COL. 1)		(COL. 2)	(COL. 3)	SMALL ENTITY		OTHER THAN A SMALL ENTITY	
CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDIT. FEE	OR RATE	ADDIT. FEE
TOTAL	* 34	** 33	= 0	X 9=	\$	X 18=	\$
INDEP	* 7	*** 5	= 2	X 43=	\$ 86	X 86=	\$
<input type="checkbox"/> FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				+145=	\$	+290=	\$
				TOTAL ADD FEE \$ 86.00		OR TOTAL	\$

* If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.

** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.

*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space. The "Highest Number Previously Paid For" (Total or Independent) is the highest number found from the equivalent box in Col. 1 of a prior Amendment or the number of claims originally filed.

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Page 2

- Please charge my Deposit Account No. 16-0605 in the amount of \$ 86.00.
- A check in the amount \$ ____ to cover the additional fee is enclosed.
- The Commissioner is hereby authorized to charge any deficiency in payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 16-0605.
 - Any additional filing fees required under 37 C.F.R. § 1.16 for the presentation of extra claims.
 - Any patent application processing fees under 37 C.F.R. § 1.17.

Respectfully submitted,



Christopher J. Gegg
Registration No. 50,857
Attorney/Agent of Record

CUSTOMER NO. 00826
ALSTON & BIRD LLP
Bank of America Plaza
101 South Tryon Street, Suite 4000
Charlotte, NC 28280-4000
Tel Charlotte Office (704) 444-1000
Fax Charlotte Office (704) 444-1111

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Date of Deposit May 20, 2004

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to:
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Christopher J. Gegg